

# The agreement between you and TradesMind AI

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Version 1.0 · 10 May 2026 · tradesmind.ai

Please read these Terms carefully before using the TradesMind AI platform. By creating an account or using the platform you agree to these Terms in full.

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**IMPORTANT: These Terms contain limitations on our liability and provisions regarding your use of AI-generated content. Please read Clauses 10 and 11 carefully.**

## 1. About TradesMind AI

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TradesMind AI Ltd ('TradesMind', 'we', 'us', 'our') provides a voice-first AI business management platform for tradespeople and subcontractors in the United Kingdom, available at tradesmind.ai ('the Platform').

These Terms & Conditions ('Terms') govern your access to and use of the Platform. They form a legally binding agreement between you ('the User', 'you', 'your') and TradesMind AI Ltd.

By registering an account, subscribing to any plan, or using any part of the Platform, you confirm that you have read, understood, and agreed to these Terms.

## 2. Eligibility

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To use the Platform you must:

- Be aged 18 years or over.
- Be a sole trader, sole director, partner, or authorised representative of a UK-registered business.
- Have the legal authority to enter into this agreement.
- Use the Platform only for lawful business purposes.
- Provide accurate and complete registration information.

## 3. Your Account

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You are responsible for maintaining the confidentiality of your account credentials. You must not share your login with any other person. You are responsible for all activity carried out under your account.

You must notify us immediately at support@tradesmind.ai if you suspect unauthorised access to your account. We are not liable for any loss resulting from unauthorised use of your account where you have failed to take reasonable steps to secure it.

## 4. Subscriptions & Billing

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Access to TradesMind AI features is provided on a subscription basis. The following subscription tiers are currently available:

- Founding Member: £29 per month (early adopter rate, locked for life of account).
- Standard: £49 per month.
- Pro: £79 per month.
- Team: £149 per month.

### 4.1 Billing

Subscriptions are billed monthly in advance. Payment is processed by Stripe. By subscribing, you authorise TradesMind to charge your selected payment method on a recurring monthly basis. All prices are exclusive of VAT where applicable.

### 4.2 Free Trial

Where a free trial is offered, you may use the Platform free of charge for the stated trial period. After the trial ends your account will remain active but features may be restricted until a paid subscription is selected. We do not automatically charge you at the end of a trial without your explicit confirmation of a subscription tier.

### 4.3 Cancellation

You may cancel your subscription at any time via Settings > Subscription. Cancellation takes effect at the end of your current billing period. You retain full access until that date. We do not offer refunds for partial months.

### 4.4 Price Changes

We may change subscription prices with 30 days' written notice by email. If you do not agree to the new price, you may cancel before the new price takes effect.

## 5. Acceptable Use

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You agree not to use the Platform:

- In any way that violates UK or international law.
- To generate, store, or transmit any content that is defamatory, obscene, discriminatory, threatening, or otherwise unlawful.
- To upload malware, viruses, or any malicious code.
- To attempt to gain unauthorised access to any part of the Platform or its infrastructure.
- To reverse engineer, decompile, or create derivative works from any part of the Platform.
- To resell, sublicense, or commercially exploit the Platform without our prior written consent.
- To misrepresent your identity or impersonate any other person.
- To use the AI assistant to produce false, misleading, or fraudulent documentation.

## 6. AI-Generated Content

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The Platform uses artificial intelligence to assist you in managing your business. You acknowledge and agree that:

- AI-generated content (including but not limited to drafted emails, quotes, invoices, and summaries) is provided as a drafting aid only.
- You are solely responsible for reviewing all AI-generated content before sending, submitting, or relying upon it.
- AI-generated content does not constitute legal, financial, tax, or professional advice. You should seek independent professional advice where appropriate.
- The accuracy of AI responses depends on the information you provide. Incorrect inputs may produce inaccurate outputs.

## 7. Intellectual Property

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The Platform, including all software, design, AI models, branding, and content created by TradesMind, is the intellectual property of TradesMind AI Ltd. All rights are reserved.

You retain ownership of all content and business data you create or upload to the Platform ('Your Content'). By using the Platform, you grant TradesMind a limited, non-exclusive, royalty-free licence to process, store, and use Your Content solely for the purpose of providing and improving the service to you.

You may not use the TradesMind name, logo, or branding without our prior written consent.

## 8. Data & Privacy

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Our collection and use of your personal data is governed by our Privacy Policy (available at [tradesmind.ai/privacy](https://tradesmind.ai/privacy)) and our Privacy & Data Policy. By using the Platform, you confirm that you have read and understood those documents.

You agree that we may use aggregated, anonymised data derived from Platform usage to improve our AI models and services. This data cannot identify you individually.

## 9. Third-Party Services

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The Platform integrates with third-party services including Anthropic (AI processing), VAPI (voice calls), Stripe (payments), Google (Gmail/Calendar), and Microsoft (Outlook). Your use of those integrations is subject to the relevant third party's own terms of service. We are not responsible for the actions or availability of third-party services.

## 10. Disclaimer of Warranties

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THE PLATFORM IS PROVIDED 'AS IS' AND 'AS AVAILABLE'. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, TRADESMIND DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

We do not warrant that:

- The Platform will be uninterrupted, error-free, or free from viruses.
- AI-generated content will be accurate, complete, or suitable for your purposes.
- The Platform will meet all your business requirements.

## 11. Limitation of Liability

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To the fullest extent permitted by applicable law:

- TradesMind's total liability to you for any claim arising out of or in connection with these Terms or your use of the Platform shall not exceed the total subscription fees paid by you in the 12 months preceding the claim.
- TradesMind shall not be liable for any indirect, consequential, special, or punitive damages, including loss of profits, loss of data, or business interruption.
- Nothing in these Terms limits or excludes liability for fraud, death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded or limited.

## 12. Termination

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We may suspend or terminate your account immediately, with or without notice, if:

- You breach these Terms in a material way.
- We reasonably believe your account is being used fraudulently or unlawfully.
- We are required to do so by applicable law or regulation.

On termination you will lose access to the Platform. You may request an export of your business data within 30 days of termination. After 30 days, all data may be deleted.

## 13. Changes to These Terms

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We may update these Terms from time to time. We will provide at least 30 days' notice of material changes by email. Your continued use of the Platform after the effective date of revised Terms constitutes acceptance. If you do not agree to the revised Terms, you must cancel your subscription before they take effect.

## 14. Governing Law & Dispute Resolution

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These Terms are governed by and construed in accordance with the laws of England and Wales. Any dispute arising from or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Before initiating legal proceedings, we encourage you to contact us at [legal@tradesmind.ai](mailto:legal@tradesmind.ai) to attempt to resolve any dispute amicably.

## 15. Contact

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- Email: [legal@tradesmind.ai](mailto:legal@tradesmind.ai)
- Support: [support@tradesmind.ai](mailto:support@tradesmind.ai)
- Post: TradesMind AI Ltd, [Registered Address]